Help Sheet 15:
Assigning Consumers to a
"WAITING" Status

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Summary

A "Waiting" status for a consumer occurs when the requested service is not being delivered due to the provider's lack of resources.

Consumers can be designated as waiting for any Care Enrollment, this designation can then be used to generate waiting lists.

Designating consumers to a "Waiting" status is a two part process.

Part 1 Enter all client intake information into the system, just like you would for any new consumer.

Part 2 Enroll consumer into a Care Program and assign a Care Enrollment Status of "Waiting".
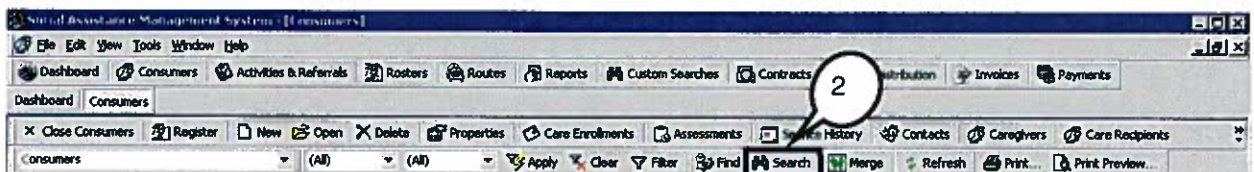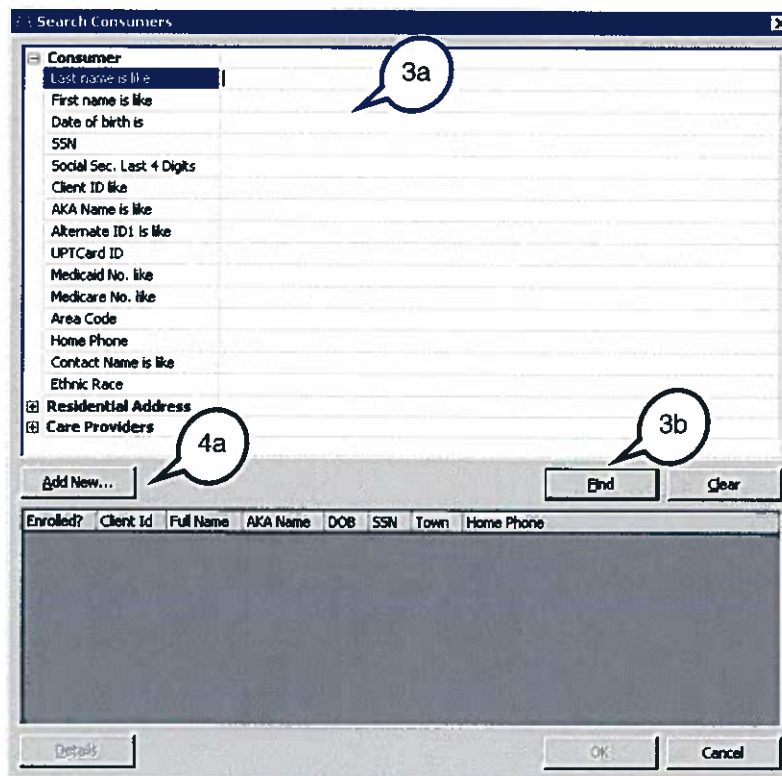
Part One: Enter Client Intake Information

1. From the SAMS main menu, select the **Consumer** button.

2. From the Consumer menu area, select the **Search** button.

3. The Search Consumers window will appear. Use the search function to find out if the consumer is already in SAMS by (3a) entering appropriate search criteria, and then (3b) selecting the **Find** button.

4. If the consumer is not found, (4a) select **Add New ...** (consumer) button.

4. Fill out the required (4b) Client Intake Information.

5. If the Consumer is found select that consumer then, select the **OK** button and move on to Part Two to do the Care Enrollment.

Part Two: Care Enrollment and Assigning "Waiting" Status

Once the consumer is created or found, enroll the consumer into a care program.

6. Select **Care Enrollments** from the Consumer Details sub-menu.

7. The Add Care Enrollment window will appear. Complete this as you would for any care enrollment (with the exception of the Status).

   Please note that SAMS cannot attach a care enrollment for a period prior to the contract start date. Also the "Application Date", "Received Date", "Status Date" and "Start Date" have to be the same and must reflect the instance when the enrollment should have started for the consumer.

8. Select the **Status** field and then display the drop down menu.

9. Select **Waiting** for the status.

This consumer is now waiting for a care enrollment into Nutrition. A report can be generated from the reports tab of all your consumers that are waiting for enrollment.